



3/15/2022

Hood River Transportation District Civil Rights Program

Title VI and Limited English Proficiency Plan

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Hood River Country Transportation District Civil Rights Program

This program reflects the Hood River County Transportation District's (HRCTD) commitment to ensuring that no person shall, on the grounds of race, color, sex, sexual orientation or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

HRCTD is committed to complying with the requirements of Title VI in all of its programs and activities including the provision of transit services.

Signed Policy Statement

A policy statement signed by Lara Dunn, HCRTD Board Chair, adopting this plan and ensuring HCRTD's commitment to compliance with Title VI of the Civil Rights Act of 1964 can be found as Appendix D.

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, sex, sexual orientation or national origin by the district may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form which can be accessed as indicated in Appendix B. Our process for addressing civil rights complaints is as follows:

- Once the complaint is received, the district will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- Any complaint HRCTD receives that deals with federal civil rights issues (e.g. Title VI, EEO or ADA complaints) will be forwarded to the District's Attorney.
- Once a complaint is logged the district has 60 days to resolve the issue.
- An investigation will be conducted which will include the basis of the alleged complaint; when and where the incident occurred; and, as necessary, the identification and interview of involved parties, the review and pertinent documents and other factual information from appropriate sources.
- In the case of federal civil rights issues, all information and discussions are maintained and documents relating to the investigation retained in a confidential file.

Based upon conclusion of a thorough investigation the district will follow up with the complainant. This follow up may include a phone call, a letter or, in the case of a federal civil rights complaint, a report which summarizes the findings and suggests appropriate corrective action along with proposed resolution.

Record of Title VI investigations, Complaints, or Lawsuits

HRCTD maintains an active log of all civil rights complaints. In the past three years, HRCTD has received 0 Complaints and 0 Lawsuits related to Title VI Civil Rights. A copy of the current log is available upon request.

Notification of HRCTD's Title VI obligations

The following notices are published in English and Spanish on the district's website on all district vehicles, at the district office and at the district's driver check-in facility.

Title VI Notice - English

Hood River Country Transportation District

The Hood River County Transportation District's (the district) is committed to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the district. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the district.

For more information

For additional information on the district's civil rights program or to file a complaint, customers may contact the district by phone, mail email or fax:

Phone: (541) 386-4202
Email: info@catransit.org
Mail: Hood River County Transportation District
224 Wasco Loop
Hood River, Oregon 97031

In-person visits can be arranged by calling the main number listed above to schedule an appointment. Complaint forms can be downloaded from our website at www.ridecatbus.org

A complainant may also file a complaint directly with the Federal Transit Administration: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language please call (541) 386-4202.

Aviso del Título IV - Español

Distrito de Transporte del Condado Hood River

El Distrito de Transporte de condado de Hood River (mencionado de aquí en adelante como *el Distrito*) se compromete a garantizar que ninguna persona, por motivos de raza, color, país de origen, religión, edad, estado civil, orientación sexual, o discapacidad será excluida de participar en, negársele los beneficios de, o será de discriminado bajo cualquier programa o actividad proporcionada por *el Distrito*. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con *el Distrito*.

Para obtener información adicional

Para obtener información adicional sobre el programa del distrito, los derechos civiles, o para presentar una queja, los clientes pueden comunicarse con ellos por teléfono, correo electrónico, o fax:

Teléfono: (541) 386-4202
Fax: (541) 386-1228
Correo electrónico: CAT1@gorge.net
Correo: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

Pueden organizar visitas en persona o para obtener una cita llamar al número principal mencionado anteriormente. Formularios de quejas pueden bajarse de nuestro sitio web en www.CATransit.net.

La persona que está sometiendo la queja también puede mandar una queja directamente a la oficina de Administración Federal de tránsito: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.

Si se necesita información en otro idioma llamar al siguiente número de tel (541) 386-4202

Public Participation Plan

The district's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions. Such as service design changes, new services, fare changes, and changes of service policy. The primary mechanism for the public to participate is to attend the monthly district board of director's meetings which are posted on the website (www.ridecatbus.org) and the local paper. These are open, wheelchair accessible public meetings. The district meets the goals outlined in the Public Transit State Management Plan for public involvement.

- Early and continuing public involvement opportunities throughout planning and programming process, and in the identification of social, economic, and environmental impacts of proposed transportation decisions.
- The district seeks out and considers the viewpoints of minority, low-income and Limited English Proficiency (LEP) populations in the course of conducting public outreach and involvement activities. A full copy of HRCTD's outreach plan for LEP individuals can be found below. Key elements of the plan include:
 - Spanish speaking translators for service questions available upon request.
 - Service brochures available in both English and Spanish.
 - Transit surveys conducted by HRCTD available in both English and Spanish.
 - Public meetings with translators available upon request.
- The district provides private sector providers with a reasonable opportunity to comment on plans, programs, and to be included in coordinated plans.

Title VI – Compliance Officer & LEP Coordinator

The HRCTD Executive Director, who reports to the HRCTD Board, will serve as the overall Title VI Compliance Officer and Limited English Proficiency (LEP) Plan Coordinator.

The LEP Plan Coordinator will ensure that HRCTD satisfies the intent of the LEP Plan by making information available to LEP individuals, offering ways for them to participate in HRCTD's public participation efforts and ensuring the process is in place for direct input and feedback.

Summary of Public Participation Efforts (8/2017 – 1/2022)

Over the past several years, the district has conducted the following public outreach and involvement activities:

- All district schedules are printed in both English and Spanish.
- The district website has a special Spanish translation at the top of the formal website page. The translation provides the full HRCTD website and associated pages in Spanish.
- The district has two Spanish-Speaking dispatchers allowing a Spanish speaking customer service agent to be available for whenever the the dispatch/customer service office is open.
- Outreach to the Latino community was a part of the Highway 35 Transit Study, the 2020 Coordinated Transportation Plan and is an integral part of the 2021 Transit Master Plan Update.
- As the district conducted the Highway 35 Transit Study in 2019 and the HRCTD Coordinated Transportation Plan in 2020, staff used the following methods to conduct outreach with the Latino community:
 - Surveys written in Spanish
 - Outreach events at Walmart and the Saturday Farmers Market in Hood River
 - Outreach through organizations that serve Latino Community including One Community Health, the Next Door, and Hood River Valley School District.
 - Radio spots and interviews on Radio Tierra
- The district 2021 Transit Master Plan Update will include the following outreach efforts:
 - Hold community meetings located where there is a large population of Latino individuals.
 - Partner with other organizations to conduct outreach at different events (i.e. One Community Health, the Next Door, and the Hood River County School District) where there will be a high attendance rate.
 - Distribute surveys at Walmart, Mercado Guadalajara, Safeway
 - Promote and distribute surveys through One Community Health, the Next Door, Food Banks, Hood River Shelter Services, Hood River County School District, Hood River County Libraries, Radio Tierra, Bridges To Health, Columbia Gorge Health Council and the Mid-Columbia Housing Authority.
 - Partner with local employers with a large Latino population to conduct outreach at those businesses during breaks.
 - Provide Transit Master Plan Update documents in English and Spanish.
 - Transit Master Plan Surveys available in English and Spanish.
 - Partner with The Next Door to conduct targeted outreach in hard to reach communities.

Employee LEP Training

The district provides information to all staff and drivers regarding the Title VI Complaint process. Drivers who speak Spanish wear “I speak Spanish” buttons for easy identification

Minority & Women Representation

HRCTD has one Latino Board Member, on the Board. In addition, two of the 17 staff are minority and over half are women – including the Executive Director.

HRCTD works actively to promote the participation of minorities and women on the Board and on active HCRTD committees including talking with community partners about openings, and ensuring openings are widely advertised through a variety of organizations.

| | Caucasian | Latino | African American | Asian American | Native American |
|------------------------------------|-----------|--------|---------------------|-------------------|--------------------|
| Service Area Population | 68% | 31.5% | .05% | .02% | .08% |
| Board | 85% | 15% | 0% | 0% | 0% |

Overview of HRCTD Service Standards and Policies

The HRCTD Board adopted the HRCTD Service Standards and Policies document in Appendix C.

Limited English Proficiency Plan (LEP)

HRCTD is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of Limited English Proficiency (LEP) individuals.

To that end, the district monitors the linguistic needs of its riders both formally and informally. Formally, the district reviews available census data during each decennial census to determine whether adjustments to this LEP plan are required. The 2015 American Community Survey Data was used to check data. This along with the Hood River County School District is used to monitor demographic trends at a micro level. These data sources, combined with informal reports from the community help the district maintain a current understanding of local linguistic patterns.

As part of this update, the HRCTD performed a review of the four-factor analysis that was part of the 2017 LEP Plan and updated the information as appropriate.

Four Factor Analysis

1) The nature and importance of service provided by HRCTD

HRCTD provides transit services to the district through its fixed route and paratransit programs. HRCTD serves the transit needs of Hood River County and many of the rural communities within the district. It also provides critical regional links to four other providers (Portland's TriMet, The Dalles' Link, Klickitat's Mount Adams Transportation Service and Skamania County Transit)

2) The number or proportion of LEP persons in the service area.

The district relies on available demographic data to assess LEP & minority populations. The available data is the same as was presented in the 2017 Title VI report and includes both the 2020 Census data for the district overall; the 2019 American Community Survey for Hood River County and the 202 Hood River School District Information. According to 2020 Census data, the district's service area population is approximately 32 percent Hispanic or Latino about 1 percent increase over 2010 numbers – with the highest percentages still found in the Upper Valley communities of Odell and Parkdale. In the City of Hood River the Latino population makes up 20%; in Odell 73%; and, in Parkdale 25%. All other races and ethnicities comprise less than 2 percent of the total population. According to the 2020-21 Hood River County School District Report Card, approximately 38 percent of enrolled students are classified as English Learners with as many as 3 different languages spoken.

The district's services are important to all populations served. Services help all riders, including Hispanic and Latino individuals access a wide range of services in the community. Although it is unknown whether non-English speakers use the district transit services more or less frequently than all riders as a whole, the district has determined

that Spanish language translation services are needed because of the high number of Latinx individuals living in the community.

3) The frequency with which LEP individuals come into contact with the service

HRCTD serves the Latino community daily via our commuter buses and dial-a-ride services. HRCTD has two Spanish speaking dispatchers in place for the LEP customers that need services to book a ride or ask a question on our customer phone service line.

HRCTD receives on average of 20-30 calls per week that requires translation and has had no call requests for languages other than Spanish.

4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons

HRCTD has been providing information in Spanish such as surveys, bus routes, schedules and fares, public service announcements and general information on the buses and website. In addition, the district provides two dispatcher that speaks Spanish for individuals who call or visit the office.

Finally, the district has made intentional efforts to include LEP individuals in our short and long-term planning efforts. District Committees, fare or service changes look for input or membership from the Latino community – though more work needs to be done in this area.

5) Construction

HRCTD is aware of Title VI requirements to conduct equity analyses for all facility construction projects. The district follows requirements under the National Environmental Policy Act and other overarching planning processes to guide equitable consideration of facility sites and impacts.

In the past three years, the district has not constructed any facility construction projects.

LEP Implementation Plan

Based on the four-factor analysis, HRCTD recognizes the need to continue providing language and other support services to LEP individuals within the district – the following is the LEP plan for the next three years.

Goals and Objectives

1. Comply with federal regulations to “Improve Access to Services for Persons with Limited English Proficiency” by providing meaningful access to the benefits, services, information, and other important portions of Hood River County Transportation District’s programs and activities for individuals with limited English proficiency.
 - a. Translate “vital documents” into Spanish.
 - b. Notify the Spanish-speaking population of the availability of free translation and interpretation services, upon request, for non-vital but important documents and information.
 - c. Identify service changes that affect areas with high concentrations of LEP persons and develop outreach & mitigation strategies.

Develop materials to educate both community leaders who serve Spanish- speaking LEP populations and LEP community members about HRCTD’s services and programs.

2. Educate District Staff
 - a. Work to improve driver training programs related to transporting and communicating with LEP customers.
 - b. Work to encourage outreach and hiring of Spanish speaking bus operators or employees when possible.
 - c. Provide the “I Speak Spanish” buttons to all applicable drivers.

General Strategy

This program will utilize existing networks within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP populations and LEP community members about HRCTD's services and programs.

Stakeholders

1. **Internal:** HRCTD staff and Board of Directors.
2. **External:** Spanish-speaking LEP communities and community-based organizations: (CBOs) serving Spanish-speaking LEP populations specifically –
 - a. One Community Health
 - b. Mid-Columbia Housing Authority
 - c. Mercado Guadalajara
 - d. Hood River County Health Department
 - e. The Next Door
 - f. Radio Tierra
 - g. Local Churches
 - h. Hood River County Valley School District

Program Elements

1. **Outreach**
 - a. Conduct outreach through the internal and external stakeholders listed above
2. **Information**
 - a. Include Spanish language options when promoting HRCTD services.
3. **Training – HRCTD Employees and Contracted Personnel**
 - a. Prepare written information about the language assistance service offered by HRCTD for staff and anyone answering the phone or assisting HRCTD in areas where the public may call and need language assistance.
 - b. Management and employees with specific procedures to be followed when serving a LEP customer, including how to handle a potential Title VI/LEP complaint.
4. **Translation Service**
 - a. Ensure at least one Spanish speaking dispatcher is available for customer assistance throughout the business day.
 - b. Recruit/Hire Bilingual/Bicultural Individuals.
 - c. Place job announcements in local newspapers, on HRCTD's website, in e-mail notifications, and any other medium used to attract potential employees, with a note encouraging bilingual (English/Spanish)/bicultural individuals to apply.
 - d. Place job announcements in appropriate local publications targeting Spanish-speaking residents.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and it will be important to monitor changes in demographics and types of services. HRCTD will update the LEP as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the HRCTD service area.

Dissemination of the Limited English Proficiency Plan

HRCTD will post the LEP Plan on its website at www.ridecatbus.org. Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

Executive Director
Hood River County Transportation District
224 Wasco Loop
Hood River, Oregon 97031
(541)3864202

Appendices

Appendix A: 2020 Census Data for District Service Area

The following map & table displays demographic data from the 2020 census and maps the 2019 American Community Service Area. The Service Area for Hood River County Transportation District is defined as Hood River County.



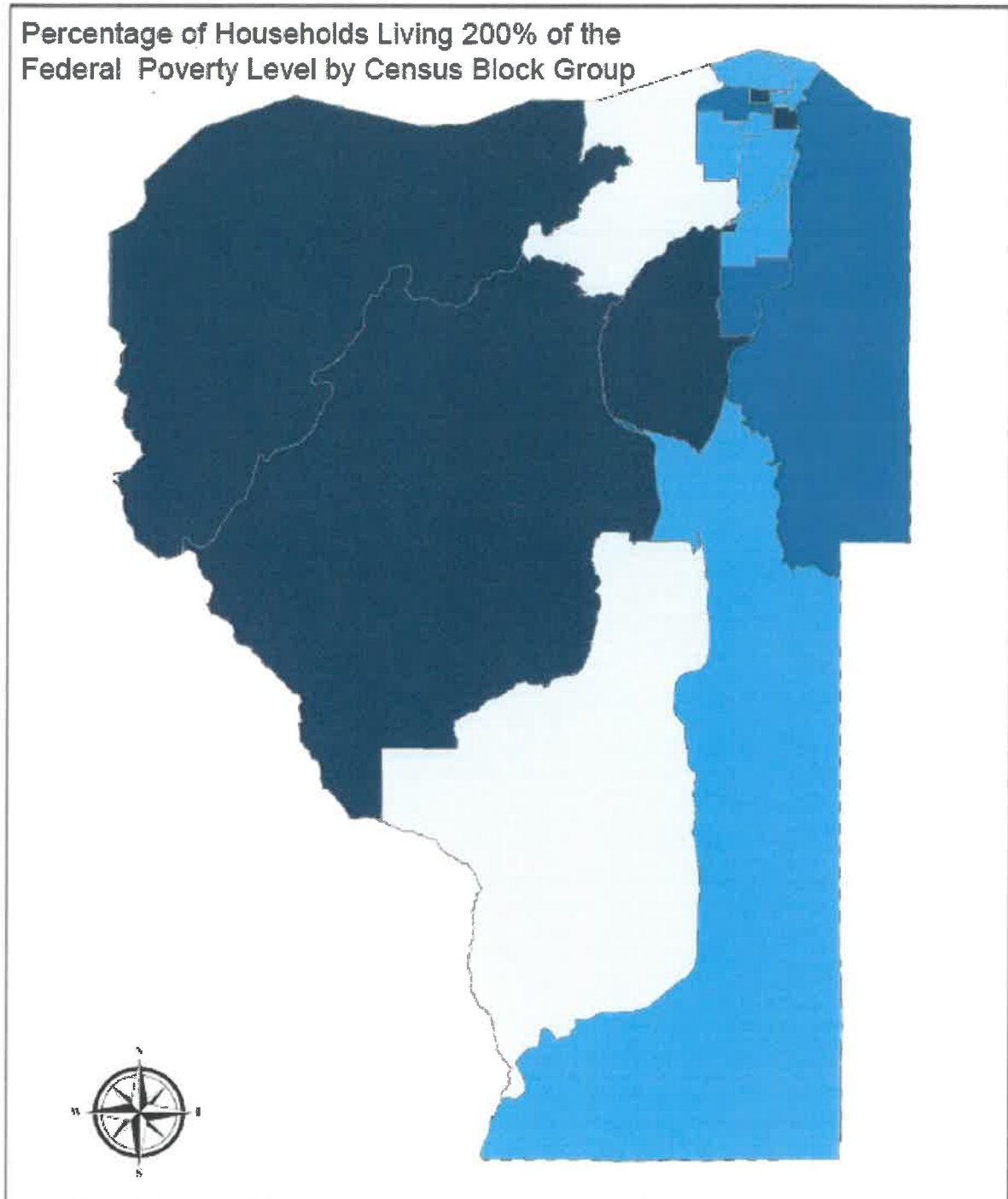
QuickFacts Hood River County, Oregon

QuickFacts provides statistics for all states and counties, and for cities and towns with a population of 5,000 or more.

Table

| All Topics | Hood River County, Oregon |
|--|---------------------------|
| Population Estimates, July 1, 2021 (V2021) | NA |
| PEOPLE | |
| Population | |
| Population Estimates, July 1, 2021 (V2021) | NA |
| Population estimates base, April 1, 2020 (V2021) | NA |
| Population, percent change - April 1, 2020 (estimation base) to July 1, 2021 (V2021) | NA |
| Population, Census, April 1, 2020 | 23,807 |
| Population, Census, April 1, 2010 | 22,546 |
| Age and Sex | |
| Persons under 5 years, percent | 8.1% |
| Persons under 18 years, percent | 23.6% |
| Persons 65 years and over, percent | 18.3% |
| Female persons, percent | 50.0% |
| Race and Hispanic Origin | |
| White alone, percent | 83.3% |
| Black or African American alone, percent | 0.8% |
| American Indian and Alaska Native alone, percent | 1.3% |
| Asian alone, percent | 1.0% |
| Native Hawaiian and Other Pacific Islander alone, percent | 0.2% |
| Two or more Races, percent | 2.8% |
| Hispanic or Latino, percent | 21.8% |
| White alone, not Hispanic or Latino, percent | 63.0% |
| Population Characteristics | |
| Veterans, 2015-2019 | 1,148 |
| Foreign born persons, percent, 2015-2019 | 18.0% |
| Housing | |
| Housing units, July 1, 2019 (V2019) | 16,157 |
| Owner-occupied housing unit rate, 2015-2019 | 67.2% |
| Median value of owner-occupied housing units, 2015-2019 | \$373,606 |
| Median selected monthly owner costs -with a mortgage, 2015-2019 | \$1,888 |
| Median selected monthly owner costs -without a mortgage, 2015-2019 | \$482 |
| Median gross rent, 2015-2019 | \$1,133 |
| Building permits, 2020 | 67 |
| Families & Living Arrangements | |
| Households, 2015-2019 | 8,800 |
| Persons per household, 2015-2019 | 2.58 |
| Living in same house 1 year ago, percent of persons age 1 years+, 2015-2019 | 90.8% |
| Language other than English spoken at home, percent of persons age 5 years+, 2015-2019 | 29.2% |
| Computer and Internet Use | |
| Households with a computer, percent, 2015-2019 | 91.2% |
| Households with a broadband internet subscription, percent, 2015-2019 | 82.4% |
| Education | |
| High school graduate or higher, percent of persons age 25 years+, 2015-2019 | 81.3% |
| Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019 | 32.0% |
| Health | |
| With a disability, under age 65 years, percent, 2015-2019 | 5.8% |
| Persons without health insurance, under age 65 years, percent | 12.8% |
| Economy | |
| Un civilian labor force, total, percent of population age 16 years+, 2015-2019 | 67.7% |

Percentage of Households Living 200% of the Federal Poverty Level by Census Block Group

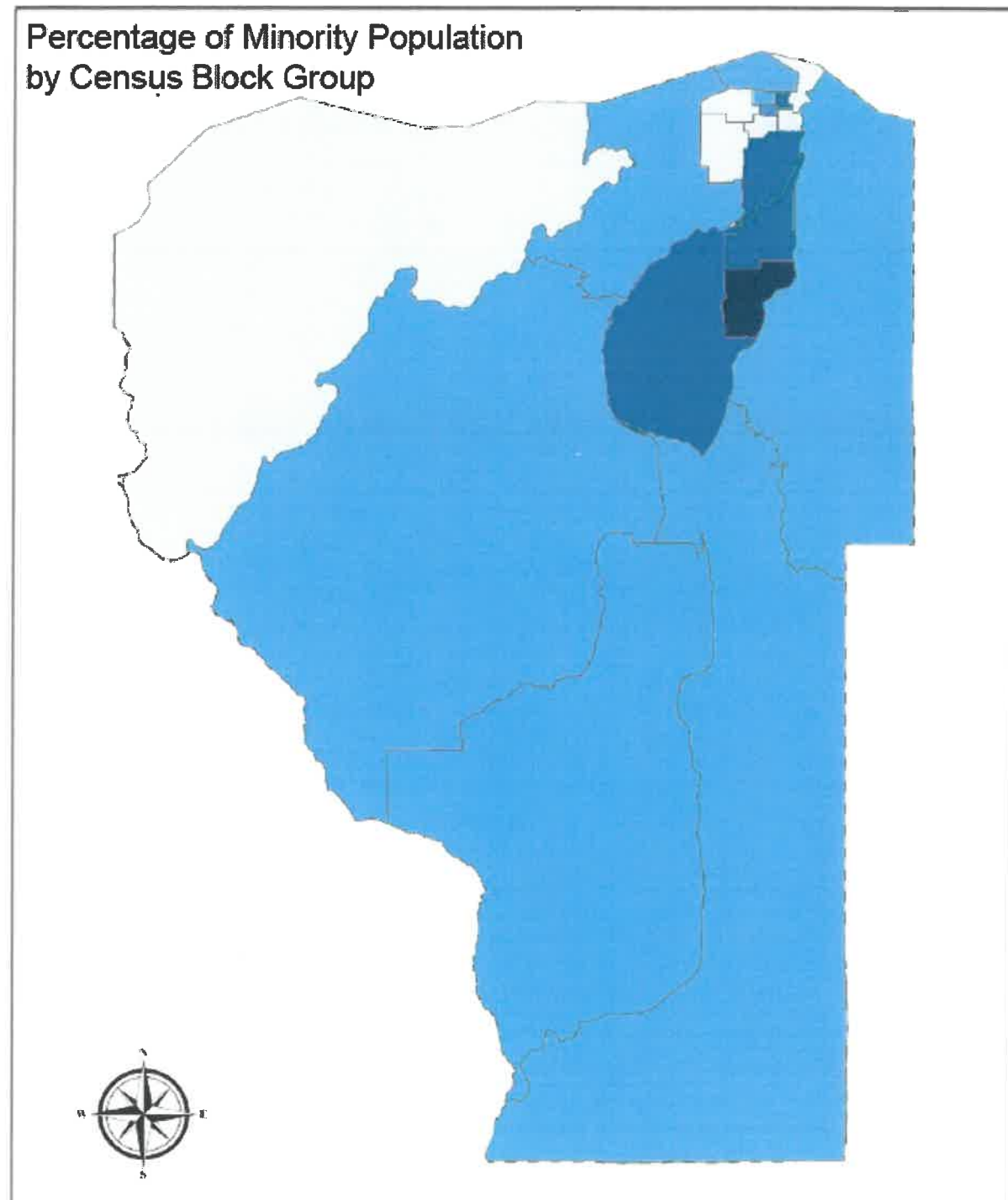


Created with data from the US Census 2019 American Community Survey
<https://www.census.gov/geographies/mapping-files/time-series/geo/tiger-data.2019.html>

Legend



Percentage of Minority Population by Census Block Group



Created with data from the US Census 2019 American Community Survey
<https://www.census.gov/geographies/mapping-files/time-series/geo/tiger-data.2019.html>

Legend



Appendix B: Title VI Complaint Form (English & Spanish)

HOOD RIVER COUNTY TRANSPORTATION DISTRICT Title VI Complaint Form

Section I

Name:

Address:

Telephone (Home):

Telephone (Work):

E-Mail Address:

Accessible Format
Requirements?

☐

Print

☐

Audio Tape

☐

TTY

☐

Other _____

Section II

Are you filing this complaint on your own behalf? ☐ Yes* ☐ No

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ☐ Yes ☐ No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:
Please explain why you have filed for a third party:

Section III

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin

Date of Alleged Discrimination (Month, Day, Year): ____

Explain as clearly as possible what happened and why you believe you were discriminated against on the back of this page. Describe all person(s) who were involved, including the name and contact information of the person(s) who discriminated against you (if known). List name(s) and contact information of any witnesses. If more space is needed, please attach additional pages.

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?

Yes

No

If yes, check all that apply and enter name of agency or court:

Federal

State

Local

Please provide information about a contact person at the agency or court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against: Contact person:

Title:

Telephone:

Please attach any written materials or other information that you think is relevant to your complaint.

Signature and date require below.

Signature

Date

Please submit this form by fax, email or phone:

Phone: (541) 386-4202

Email: www.ridecatbus.org

Mail: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

Procedimiento de Quejas del Título VI

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por *el Distrito* podría presentar una queja del Título VI, completando y enviando el Formulario de Queja de Título VI de la agencia que se puede acceder, como se indica en la notificación anteriormente. Nuestro proceso para abordar las quejas de derechos civiles es el siguiente:

- Una vez que se recibe la queja, *el Distrito* revisará para determinar si nuestra oficina tiene autoridad. La persona que sometió la queja recibirá una carta de acuse de recibo en la que le informará si nuestra oficina investigará la queja.
- Cualquier queja que *el Distrito* recibe que se trate de derechos civiles federales (por ejemplo, Título VI, EEO o quejas ADA) serán remitidos al Fiscal del Distrito.
- Una vez que una queja se registra *el Distrito* tiene 60 días para resolver el problema.
- Una investigación se llevará a cabo, que incluirá la base de la supuesta queja; cuándo y dónde ocurrió el incidente; y, como sea necesario, la identificación y la entrevista de las personas y/o partes involucradas, la revisión y los documentos pertinentes y otra información sobre los hechos, de fuente apropiada.
- En el caso de las cuestiones de derechos civiles federales, toda la información y las discusiones se mantienen y los documentos relativos a la investigación conservado en un archivo confidencial.

Dependiendo en la conclusión de la investigación profunda, *el Distrito* hará un seguimiento con la persona que sometió la queja. Este seguimiento puede incluir una llamada telefónica, una carta o, en el caso de una queja federal de derechos civiles, un informe que resume los hallazgos y sugiere medidas correctivas apropiadas junto con la resolución propuesta.

Distrito de Transporte del Condado Hood River

Formulario de Queja – Título VI

Sección I

Nombre:

Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Correo Electrónico:

¿Requisitos de
formato accesible?

☐ Letra Grande

☐ Cinta de audio

☐ TTY

☐ Otro _____

Sección II

¿Está usted presentando esta queja en su propio
nombre?

☐ Sí *

☐ No

Por favor, confirme que ha obtenido el permiso de parte
agraviada si usted está presentando en nombre de un
tercero.

☐ Sí

☐ No

* Si usted contestó "sí" a esta pregunta, pase a la Sección
III.

Si no es así, por favor proporcione el nombre y la
relación de la persona a la que usted se queja:

Por favor, explique por qué usted ha presentado para una tercera parte:

Sección III

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):

☐ Raza

☐ Color

☐ Origen Nacional

Fecha de la discriminación alegada (Mes, Día, Año):

Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir toda persona (s) que han participado, incluyendo el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce). Nombre de cualquier testigo y la información de contacto la persona (s). Si se necesita más espacio, adjunte páginas adicionales.

Sección IV

¿Ha presentado anteriormente una queja del Título VI con esta agencia?

Sí

No

Sección V

¿Ha presentado esta queja con cualquier otro programa federal, estatal o local, o con cualquier corte federal o estatal?

Sí

No

Si la respuesta es si, marque todo lo que corresponda y escriba el nombre de la agencia o de la corte:

☐ [Federal]

☐ [Estatal]

☐ [Local]

Sírvanse proporcionar información acerca de una persona de contacto en la agencia o tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de la agencia contra la cual está la queja:

Persona de contacto:

Título:

Teléfono:

Por favor adjunte cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Se requiere firma y fecha abajo.

Firma

Fecha

Por favor, envíe este formulario por fax, correo o correo electrónico:

Teléfono: (541) 386-4202

Fax: (541) 386-1228

Correo electrónico: CAT1@gorge.net

Correo: Hood River County Transportation
P. O. Box 1147
Hood River, Oregon 97031

Appendix C: Fixed Route Service Standards & Policies

Vehicle load

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 16 passengers without standees.

Buses 55, 56, 57 are 56 passengers or 54 and 2 w/c

Buses 209, 210, 211 are 42 passengers or 38 & 2 w/c

Buses 206, 207, 208 are 32 passengers or 28 & 2 w/c

Buses 200 and 201 are 15 passengers and 3 w/c

Buses 194, 198, 199 are 18 passenger or 16 & 2 w/c

Buses 193, 197 are 14 passenger or 12 & 2 w/c

Minivan 120 is 6 passengers plus driver (no w/c) (used as staff vehicle)

Vehicle headway

CAT provides a Dial-A-Ride (DAR) service in Hood River County from 8:00am-5:00pm and fixed route service from 5:30am-8:00pm. CAT serves the communities of Hood River, Odell, Parkdale, Cascade Locks and Dee with DAR and Deviated fixed route services from 7:00am- 6:00pm. Service is provided to all residents on a first come first serve basis.

CAT also provides the Columbia Gorge Express Service from Hood River to The Dalles, Cascade Locks, Troutdale, and the greater Portland metropolitan area seven days a week. The service provides access to both recreation and employment for both residence and visitors. In addition, CAT provides a deviated fixed route from Hood River to the Upper Valley communities of Odell and Parkdale. This service, which is funded from State funds, was designed to better serve the needs of the minority populations in Odell and the other Upper Valley communities. It was originally provided Monday-Friday during the mid-day.

On time performance

Ninety-five (98) percent of the district's transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables and for DAR no more than 15 minutes early/late from designated pick-up times. Ninety-five (95) percent of the districts' fixed route transit vehicles will complete stops on time within one minute of their designated stop time.

Service availability

The district operates transit services in Hood River County, Oregon, encompassing 521.95 square miles and includes the cities of Hood River and Cascade Locks, also the unincorporated cities of Odell, Parkdale and Dee. This area of the state is primarily rural. Countywide there are approximately 44 persons per square mile. Hood River, the only incorporated city within the district, has less than 10,000 residents. The local services in Hood River are a Dial-A-Ride, the Hood River City Route and connections to The Upper Valley, Columbia Gorge Express and Seasonally the Gorge to Mountain Express and Hood River Trolley. Fixed route services and deviated fixed-route services provide access to areas beyond the City and County limits. Hood River County Transportation District is looking to continue enhance services to better meet the needs of all community members including minorities and economically disadvantaged communities.

Amenities

Currently the District owns five (5) bus stop shelters; two located in Cascade Locks, One in front of our facility, One in front of One Community Health and One at the Port Transfer site. The district also placing several semi-seat bench/signs that have been installed along the Hood River City Route.

District staff is currently working with local city and county staff to get more stops & shelters placed along the Hood River City and Upper Valley routes and should have real-time digital signage at all formalized bus stops by this summer.

Vehicle Assignment Policy

Vehicles are assigned to routes such that the average age of the fleet serving each route does not exceed the average age for the entire fleet. Bus assignments are matched to the operating characteristics of the route.

Appendix D: HRCTD Non-Discrimination Statement

February 11, 2022

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, national origin, sex or sexual orientation, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance"

The Hood River County Transportation District has adopted the HRCTD Civil Rights Program for 2022 -2025 on February 11, 2022. The district is committed to complying with the requirements of Title VI in its entire program, activities and services.



**Lara Dunn,
Board Chair**